

Charity Services Structure

Head of Charity Services - Sonya Roe

Reporting to the Group Chief Executive, Sonya provides strategic direction and leadership to the charitable services and activities within the Age UK North Tyneside Group.

Charity Chief Operating Officer - Michelle Adams

Reporting to the Head of Charity Services, Michelle supports the Head of Service in the strategic development of the Charity with specific operational responsibility for performance, reporting, compliance and continuous improvement.

Admiral Nurses

Lead Admiral Nurse - Betty Lucas

Reporting to the Head of Charity Services, Betty develops and manages the Admiral Nurse service to meet the needs and aspirations of customers, their families and friends and to meet contractual obligations, statutory requirements and pre-determined service delivery standards.

Deputy Lead Admiral Nurse - Kirsty de Bono-Hume

Reporting to the Lead Admiral Nurse, Kirsty provides specialist dementia nursing expertise and support to those affected by dementia, with a specific focus on family carers/supporters who experience difficulties within a defined locality of North Tyneside. Kirsty also supports the Lead Admiral Nurse in developing and supporting the team.

Admiral Nurse Service Coordinator - Suzanne Keenan

Reporting to the Lead Admiral Nurse, Suzanne is the main point of contact for customers for the Admiral Nurse service and is responsible for the data input of customer information and group activities.

Admiral Nurses - Charlotte Willoughby, Frances Rudd, Meg Johnson, Sue Gilbertson

Reporting to the Lead Admiral Nurse, our Admiral Nurses provide specialist dementia nursing expertise and support to those affected by dementia, with a specific focus on family carers/supporters who experience difficulties within a defined locality of North Tyneside. The support offered includes signposting and working with partners such as the NHS and Carers Centre.

Befriending

Befriending Coordinator - Demmi Robinson

Reporting to the Head of Charity Services, Demmi coordinates the development and delivery of the befriending programme that supports older people to engage socially through home visits, telephone calls, attending group activities and volunteering. She is also responsible for coordinating and delivering a volunteer training programme, volunteer and customer matching and monitoring, within a robust reporting and evaluation framework.

Community Engagement & Localities

Community & Locality Engagement Coordinator - Paula Bennett

Reporting to the Head of Charity Services, Paula is responsible for building relationships with North Tyneside community members, making connections with both existing and new partners whilst promoting Age UK North Tyneside's goals and values. Paula also shapes and influences the charity's strategy for 2025 and beyond through direct support alongside resident and customer input.

Health & Wellness

Health & Wellness Coordinating Officers - Beth Enguita, Wendy Hodgson

Reporting to the Head of Charity Service, Beth and Wendy are responsible for providing a high quality service to our customers over the phone and via email, including answering queries and taking group booking requests. They support the individuals who contact us to re-engage with their community and maintain their independence for as long as they can. Beth and Wendy are also responsible for managing our teams' schedules including booking in customer appointments and managing the weekly rota of work and liaising with venues throughout North Tyneside, to ensure our service delivery remains one of the best in the region.

Health & Wellbeing Coordinators - Abby Prokic, Nicola Ward

Reporting to the Head of Charity Services, Abby and Nicola are responsible for helping our customers with early stage and mild dementia in the community and their family and carers. They deliver a number of social events where the person living with dementia and their carer can attend together.

Charity Fitness Instructors - Dawn Pagett, Laura Menzies

Reporting to the Head of Charity Services, Dawn and Laura are responsible for the delivery of physical exercise activities as part of the wider community based Health & Wellness programme for an ageing population across a variety of settings in North Tyneside. The programmes they deliver help with falls avoidance, admissions avoidance, and reduce reliance on critical services.

Promoting Independence Coordinators (CARE Point) - Heather Thompson, Tracy Bell

Reporting to the Head of Charity Services, Heather and Tracy meet with patients on discharge on a one-to-one basis and carry out a "guided conversation" which is used to draw out the needs and wishes of the customer. Heather and Tracy have responsibility to bring together all of the support and services necessary for the customer to achieve their goals, reconnect with their community, and address their social needs.

Information & Advice

Lead Information & Advice Coordinator - Lindsay Moorhouse

Reporting to the Charity Chief Operating Officer, Lindsay manages the day to day running of the Information & Advice Team and projects.

Information & Advice Officers - Chris Bone, Tom Brewer

Reporting to the Lead Information & Advice Coordinator, Chris and Tom deliver a free, comprehensive, confidential and impartial generalist advice service, covering a range of subject areas including; welfare rights, community care, housing and local services to quality standards.

Older People in Prisons

Manager of North East Prisons - Joe Peterson

Reporting to the Head of Charity Services, Joe ensures the effective and efficient provision of a quality Older People in Prisons service across all seven North East Prisons. The service aims to meet the needs and aspirations of customers, their family and friends and to meet the contractual obligations, statutory requirements and pre-determined service delivery standard.

Wellbeing & Activities Officers - Bronia Jackson, Diane Atkinson, Karen Hodgson

Reporting to the Manager for North East Prisons, our Wellbeing & Activities Officers help to initiate a prison-based service for those over the age of 50 which encourages service users to take an active role in improving both their physical and mental wellbeing. They support the rehabilitation and resettlement processes to ensure prisoners have access to information and support pre-release or on transfer. Our Wellbeing & Activities Officers also provide an advocacy service for older prisoners to support them to express their needs effectively and improve their mental wellbeing.